



DEPARTMENT OF THE NAVY

NAVAL HOSPITAL

BOX 788250

MARINE CORPS AIR GROUND COMBAT CENTER

TWENTYNINE PALMS, CALIFORNIA 92278-8250

IN REPLY REFER TO:

NAVHOSP29PALMSINST 5216.1E

Code 0100

1 Mar 99

NAVAL HOSPITAL TWENTYNINE PALMS INSTRUCTION 5216.1E

From: Commanding Officer

Subj: CORRESPONDENCE PROCEDURES

Ref: (a) MILPERSMAN
(b) NTP 3
(c) NAVHOSP29PALMSINST 5402.1D
(d) NAVREGS, Art's 0802 and 0818
(e) SECNAVINST 5210.11D
(f) SECNAVINST 5216.5D
(g) OPNAVINST 5510.1H

Encl: (1) Guidelines For Correspondence Preparation
(2) Numerical Code Distribution List
(3) Action Correspondence Sheet, NAVHOSP29PALMS Form
5216/10 (Rev.2/94)

1. Purpose. To publish standard practices for the preparation and handling of official correspondence, establish controls for both incoming and outgoing correspondence, and distribute newly revised numerical code distribution list.

2. Cancellation. NAVHOSP29PALMSINST 5216.1D.

3. Background

a. Outgoing official correspondence prepared for the Commanding Officer's signature and correspondence that is signed under "By direction" authority shall adhere to the guidelines established with references (a) through (g).

b. All correspondence addressed to the Commanding Officer shall be expeditiously answered within ten (10) working days from the date of receipt. The ten day requirement does not pertain when deadlines or due dates are established by the incoming correspondence. In the event a complete reply is not feasible within the allotted period of time, an interim reply shall be prepared, including the anticipated date of final reply.

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4. Action

a. Personnel assigned "By direction" authority shall:

(1) Be appointed in writing by the Commanding Officer.

(2) Ensure that all correspondence is prepared in accordance with cited references and under the provisions of this instruction.

(3) Forward two signed copies of all outgoing correspondence to Central Files on the same date it is mailed or guard mailed.

b. All personnel preparing correspondence shall follow the procedures found in enclosure (1), and utilize the newly established numerical codes per enclosure (2).

c. Central Files shall:

(1) Open, sort and route all official mail.

(2) Maintain master files of all incoming and outgoing correspondence and messages for the command.

(3) Prepare and attach NAVHOSP29PALMS Form 5216/10, Action Correspondence Sheets, enclosure (3), to correspondence being routed.

(4) Maintain an action correspondence tickler system to ensure all correspondence requiring action is expeditiously answered.

(5) Maintain and forward on Monday, Wednesday and Friday of each week to the Director for Administration a report of outstanding action correspondence.

(6) Ensure routine mail is delivered and distributed directly to cognizant departments for action as required.

(7) Forward to the Commanding Officer via the Executive Officer and Director for Administration, file copies of all correspondence signed "By direction" during the preceding week.

(8) Shall act as a releasing authority when required for messages in the command.

d. Mail clerks shall:

(1) Deliver all official correspondence addressed to the Commanding Officer to Central Files for further dissemination.

(2) Deliver/Pickup messages at the Communication Center during normal working hours when hospital computers that have Message Dissemination System (MDS) or Message Text Formatting (MTF) programs contained within, are not operational.

e. Officer of the Day shall, after normal working hours:

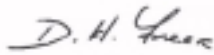
(1) Authorize release of messages.

(2) Deliver to the Communications Center.

(3) Provide Central Files a copy the next working day.

5. Applicability. This instruction is applicable for all personnel aboard Naval Hospital Twentynine Palms, California, who prepare correspondence or who have "By direction" authority.

6. New or revised Forms. Naval Hospital Action Correspondence Sheet, NAVHOSP29PALMS Form 5216/10 (Rev. 3/99), Naval Hospital Routing Sheet, NAVHOSP29PALMS Form 5216/11 (Rev. 3/99) are maintained by and may be obtained by the Central Files Division.



D. H. FREER
Acting

Distribution:
List A

GUIDELINES FOR CORRESPONDENCE PREPARATION

1. Types of Correspondence

a. Standard Letter

(1) The standard letter, Appendix A to enclosure (1), is utilized to officially correspond within Department of Defense activities or activities that interact with the Department of Defense on a regular basis.

(2) Letterhead stationary must be used on all outgoing standard letters and is available at Central Files for those who have "By direction" authority. All outgoing letters are from the "Commanding Officer" and must be either signed by the Commanding Officer or "By direction".

b. Endorsements

(1) Endorsements, Appendix B to enclosure (1), are used when a letter is transmitted "Via:" this activity to forward comments, recommendations, or information. While an endorsement is mostly used for transmitting correspondence through the chain of command, you may also use it to redirect a letter. Do not use it to reply to a routine letter.

(2) Many endorsements simply forward letters without substantive comment to the next "Via:" addressee (if any) or action addressee. An endorsement may comment on the basic letter or any preceding endorsement. It may return the basic letter with a final reply or a request for more information. A "Via:" addressee may alter the order of any remaining "Via:" Addressee or add others.

c. Memorandums

(1) Direct communication via memorandum as depicted in Appendix C to enclosure (1), may be utilized between department heads of this command and is encouraged.

(2) Memorandums provide an informal internal mechanism to communicate within an activity.

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d. Congressional Correspondence

(1) Pursuant to reference (a), responses to Congressional correspondence from other high officials will be prepared for the Commanding Officer's signature.

(2) Upon request from the Bureau of Medicine and Surgery (BUMED), or those cases considered to be of interest to higher authorities, forward a copy of the inquiry and written response to BUMED (NPC-01) through the appropriate chain of command.

(3) A copy of the basic correspondence and reply will be provided to the Bureau of Naval Personnel (NPC-03), and the Chief of Legislative Affairs (Code NPC-00Z).

(4) File copies of all Congressional Correspondence and other legislative branches of the government will be maintained with copies of the basic correspondence and any endorsements thereto in the Performance Improvement Coordinator files.

e. Naval Messages. Naval Messages will be prepared per reference (b). Message Transmit Format (MTF) will be located in Central Files, Patient Administration, and Personnel Support Division offices of the hospital. Officer of the Day will release after hours, with a copy forwarded to Central Files.

f. Guard Mail. Guard Mail is a delivery system of correspondence routed within Naval Hospital Twentynine Palms, Marine Corps Air Ground Combat Center or Naval Hospital Camp Pendleton. Further guidance and distribution of guard mail can be obtained from current edition of NAVHOSP29PALMSINST 5605.1.

2. Correspondence Procedures

a. Identification Symbols are composed of three lines located in the top right-hand corner, moved to left as necessary to start immediately below the "Refer to" line. If there is no "Refer to" line, as on non-letterhead stationary, a one inch margin is maintained from the top and right from the last letter or number. Identification symbols are composed of the following elements:

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(1) Standard Subject Identification Codes (SSIC's). Required on all Naval correspondence, except memorandums. SSIC's are contained numerically and alphabetically in reference (e).

(2) Originator's Code and Serial Number. The second line of the identification symbols is composed of four digit code (the numerical code number assigned in enclosure (2) to identify the originator's department), separated by a slant: the letters "Ser" followed by a space, and a slant (/) followed by the serial number. Serial numbers will be placed on all Naval Hospital outgoing correspondence. Serial numbers will be controlled, issued and maintained by Central Files.

(3) Date. Shall be affixed after the correspondence has been signed. Do not use a date stamp. Dates will be shown as i.e., 3 Sep 99.

b. From and To Lines. The "From" line shall be two lines below the date, starting one (1) inch from the left margin and shall consist of the title "Commanding Officer". The "To" line shall start one line below the "From" line and shall contain the complete address to include zip code of the addressee.

c. Subject Line. The "Subj" line shall be typed on the third line below the last line of the "To" line and shall be typed with all capital letters with the exception of the word "Subj:" i.e., Subj: USE ALL CAPITAL LETTERS.

d. Preparing the context of the letter

(1) Unclassified correspondence shall be prepared per reference (f) and as modified by this instruction.

(2) Classified correspondence shall be prepared per reference (g) and submitted to the Classified Material Control Officer for review or dissemination.

e. Endorsements

(1) An endorsement submitted for the Commanding Officer's signature shall not be added to the same page of the

Enclosure (1)

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basic correspondence. Appendix B to enclosure (1) contains and example of an endorsement.

(2) Are prepared on a separate page, regardless of the space remaining on the last page of the basic letter or preceding endorsement.

f. Signature, Dating, Serializing and Mailing

(1) All "By direction" correspondence will be routed through the Director for Administration for inclusion into the weekly review.

(2) Correspondence for the Commanding Officer's signature must be routed through the Director for Administration and the Executive Officer before being submitted to the Commanding Officer for signature.

(3) When submitting correspondence for signature, include the envelope for mailing and any supporting documentation. After signature is obtained, Central Files Division will copy correspondence for the command files and mail original out in the enclosed envelope. A copy will be returned to originator for departmental files.

(4) All signatures will be in black ink.

(5) Signatures should be made directly above the printed name.

(6) After the signature is affixed, all correspondence mailed will be accomplished in accordance with current Postal regulations. A copy will be forwarded to Central Files for filing in command SSIC files.

3. Proofreading. Prior to forwarding for signature, the originator shall:

a. Carefully review all correspondence for proper:

(1) Letterhead

(2) Format

Enclosure (1)

- (3) Address
- (4) Spelling
- (5) Punctuation
- (6) Spacing
- (7) Capitalization

b. Ensure all references and enclosures are included and referred to properly per reference (f).

4. Routing Sheets

a. Naval Hospital Routing Sheet, NAVHOSP29PALMS Form 5216/11, Appendix D of enclosure (1), provides a routing sheet that may be utilized when routing documents between multiple departments.

b. Routing sheets may also be prepared by individual departments for specialized routing to select departments.

c. The use of the routing sheet described in subparagraph (a) above is not mandatory, but is recommended to ensure documents are routed separately.

Enclosure (1)

APPENDIX A

DEPARTMENT OF THE NAVY
NAVAL HOSPITAL
BOX 788250
MARINE CORPS AIR GROUND COMBAT CENTER
TWENTYNINE PALMS, CALIFORNIA 92278-8250

Preprinted letterhead

REPLY REFER TO:
5000
0100/Ser 99-0000
31 Dec 99

%
From:**Title of activity head, name of activity, location when needed
To:**Title of activity head, name of activity, location when needed (Code)
Via:**(1)*Title of activity head, name of activity, location when needed
(Code)
***** (2)*Pattern of (1) repeated for next endorser
%
Subj:**NORMAL WORD ORDER WITH ALL LETTERS CAPITALIZED AND NOT BOLDED
%
Ref:** (a)*Communications or document that bears directly on the subject at
*****hand
%
Encl:** (1)*Title of material enclosed with letter (2) Title of material
*****separately (sep cover)
%
1.**This example shows the first page of a two page standard letter. We have
used many elements that might appear on a standard letter. Mention
reference (a) and enclosure (1) and (2) in the text.
%
2.**Start the "From:" line on the second line below the date line. The date
may be typed or stamped.
%
3.**Arrange paragraph as shown in figure 2-7 on page of SECNAVINST 5216.5D
(Correspondence Manual).
%
****a.**Don't start a paragraph at the bottom of the page unless you can carry
at least two lines over to the next page.
%
****b.**Don't number the first page; number only the second and later pages.
%
****c.**Other full-page examples in this chapter and later ones show the
spacing to use for correspondence that variously omits "Via:," "Ref:", and
"Encl:" lines.
%
%
%
%
Signature block

NOTE: Font will be New Courier 12 pitch
"1" inch margins will be maintained all around document
* An asterisk (*) indicates a single blank space.
% A percent sign (%) indicates a single blank line

Standard Letter from Figure 2-1 of the Correspondence Manual page 49

APPENDIX B

DEPARTMENT OF THE NAVY
NAVAL HOSPITAL
BOX 788250
MARINE CORPS AIR GROUND COMBAT CENTER
TWENTYNINE PALMS, CALIFORNIA 92278-8250
5000
0100/Ser 99-0000
31 Dec 99

Preprinted letterhead

%
SECOND ENDORSEMENT on NAS Cecil Field ltr 5216 Ser 11/273
*****Of 9 Jul 98

%
From:**Commander, Naval Air Force, U.S. Atlantic Fleet
To:****Commander in Chief, U.S. Atlantic Fleet

%
Subj:**HOW TO PREPARE ENDORSEMENTS <Not bolded>

%
Encl:** (2) *SECNAVINST 5216.5D

%
1.**Start an endorsement on a new page if all of your endorse-
ment will not fit on the latest communication or your endorse-
ment might not be signed without revision.

%
2.**Number every page and continue the sequence of numbers from
the previous communication, as explained in enclosure (2).

%
3.**Every "new page" endorsement must:

%
****a.**Repeat the basic letter's SSIC,

%
****b.**Identify the basic letter in the "endorsement number"
line, and

%
****c.**Use the basic letter's subject as its own.

%
%
%
%
%
H. H. SIGNATURE
By direction

%
Copy to:
NAS Cecil Field (Code 11)
#COMSEABASEDASWWINGLANT (Code 019)#Prior endorser included because second
endorsement is significant.

NOTE: Font will be New Courier 12 pitch
"1" inch margins will be maintained all around document
* An asterisk (*) indicates a single blank space.
% A percent sign (%) indicates a single blank line

NAVHOSP29PALMSINST 5216.1E
1 Mar 99

APPENDIX C

8 Jul 99

%

MEMORANDUM

%

From:**Head, DON records Management Branch (N161)

To:****Head, Technical Library Branch (N21)

*****Head, Mail and Files Branch (N13)

Via:**Head, Office Services Division (N1))

%

Subj:**PLAIN-PAPER MEMORANDUM <Not bolded>

%

1.**The plain-paper "from-to" memorandum may be used within your activity. It is no more formal than the memorandum form, but it is more flexible when there are multiple addressees, or both.

%

2.**The only identification symbol you need is the date, unless local practice calls for more. Start typing the date on the sixth line, flush with the right margin.

%

3.**Prepare a plain-paper memorandum on white bond.

%

%

%

%

J. C. JAY

NOTE: Font will be New Courier 12 pitch

"1" inch margins will be maintained all around document

* An asterisk (*) indicates a single blank space.

% A percent sign (%) indicates a single blank line

Plain-Paper "From-To" Memorandum as shown figure 2-19 of
Correspondence Manual

APPENDIX D
NAVAL HOSPITAL
TWENTYNINE PALMS
ROUTING SHEET

DATE:

<p>ROUTING CODES</p> <p>A Appropriate Action B Signature C Comment/Recommendation D Concurrence E Information F Return To _____ G Retention Other _____ _____ _____ _____</p> <p>USE NUMBERS TO SHOW ORDER OF ROUTING</p>				<p>SUBJECT</p> <p>ACTION OFFICE (NAME,SECTION,EXT)</p> <p>SUSPENSE DATE</p> <p>REMARKS</p>
ROUTING ORDER	ROUTING CODE	OFFICE CODE	INT	

NAVHOSP29PALMSINST 5216.1D
1 Mar 99

NUMERICAL CODE DISTRIBUTION LIST

<u>Code</u>	<u>Department</u>
0000	Commanding Officer
0001	Command Managed Equal Opportunity Manager
0002	Command Master Chief
0003	Command Career Counselor
0004	Chaplain
0005	Safety Program Manager
0900	Executive Officer
0901	Performance Improvement Coordinator
0902	Patient Contact Coordinator
0903	Command Drug and Alcohol Program Advisor
0904	Public Affairs Program Officer
0905	Comptroller/Fiscal Department/MEPRS
0100	Director for Administration
0101	Central Files Division
0102	Human Resources Management Department
0103	Management Information Department
0104	Facilities Management Department
0105	Patient Administration Department
0106	Operating Management Department
0107	Material Management Department
0111	Nutrition Management Department
0112	Education and Training Department
0113	Managed Care Support Department
0114	Senior Enlisted Advisor
0200	Director, Nursing Services
0201	Family Health Nursing Department
0202	Maternal/Infant Nursing Department
0203	Perioperative Nursing Department
0204	Acute Care Nursing Department
0205	Senior Enlisted Advisor
0206	Discharge Planner/Patient Educator
0207	Emergency Room Nursing Department
0300	Director, Medical Services
0301	Internal Medicine Department
0302	Military Sickcall Department

Enclosure (2)

NAVHOSP29PALMSINST 5216.1E
1 Mar 99

<u>Code</u>	<u>Department</u>
0304	Mental Health Department
0305	Emergency Medicine Department
0306	Pediatrics Department
0308	Staff Sick Call
0309	Clinical Nutrition/Dietary Department
0400	Director, Surgical Services
0401	General Surgery Department
0403	Orthopedics Department
0404	Obstetrics/Gynecology Department
0408	Anesthesia Department
0500	Director, Ancillary Services
0501	Occupational Health/Preventive Medicine Department
0502	Laboratory Department
0503	Optometry Department
0504	Pharmacy Department
0505	Physical Therapy Department
0506	Radiology Department

Enclosure (2)

ACTION CORRESPONDENCE

SERIAL NUMBER: _____

SUBJECT AND ID CODES/DTG:

1. YOU MAY KEEP THE ATTACHED CORRESPONDENCE FOR YOUR FILES.
2. PLEASE ATTACH A COPY OF YOUR RESPONSE AND FORWARD THIS COVER SHEET TO CENTRAL FILES ONCE YOU HAVE COMPLETED THE REQUIRED ACTION.
3. IF YOUR ACTION IS COMPLETED BY A PHONE CALL, PLEASE ANNOTATE THIS IN THE SPACE PROVIDED FOR YOUR REMARKS BELOW.

REMARKS BY RESPONDER: _____

ACTION ASSIGNED TO: _____

DATE DUE: _____

INTERIM RESPONSE PROVIDED: _____

EXTENSION REQUEST ON: _____

REVISED DUE DATE: _____

DATE RETURNED TO CENTRAL FILES: _____

NAVHOSP29PALMS Form 5216/10
(Rev. 3/99)

Enclosure (3)